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AUG 22 2005

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7590

05/18/2005

Pillsbury Winthrop LLP
 Intellectual Property Group
 50 Fremont Street
 San Francisco, CA 94105-2228

08/23/2005 WABDEL3 00000059 502212 09784643

01 FC:2501 700.00 DA
 02 FC:1504 300.00 DA
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Sachiko Y. Snedden

(Depositor's name)



(Signature)

August 18, 2005

(Date)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/784,643	02/15/2001	Om Mishra	53403-261766	5558

TITLE OF INVENTION: WEB-ENABLED CALL MANAGEMENT METHOD AND APPARATUS

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	YES	\$700	\$300	\$1000	08/18/2005

EXAMINER	ART UNIT	CLASS-SUBCLASS
FERRIS, DERRICK W	2663	370-252000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.

☐ "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47; Rev 03-02 or more recent) attached. Use of a Customer Number is required.

2. For printing on the patent front page, list

(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,

(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 Pillsbury Winthrop

Shaw Pittman LLP

2 JAMES Y.C. SZE

3

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

PERSONA SOFTWARE, INC.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

SANTA CLARA, CALIFORNIA

Please check the appropriate assignee category or categories (will not be printed on the patent): ☐ Individual ☒ Corporation or other private group entity ☐ Government

4a. The following fee(s) are enclosed:

☒ Issue Fee☒ Publication Fee (No small entity discount permitted)☒ Advance Order - # of Copies 5

4b. Payment of Fee(s):

☐ A check in the amount of the fee(s) is enclosed.☐ Payment by credit card. Form PTO-2038 is attached.☒ The Director is hereby authorized by charge the required fee(s), or credit any overpayment Deposit Account Number 50-2212 (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

The Director of the USPTO is requested to apply the Issue Fee and Publication Fee (if any) or to re-apply any previously paid issue fee to the application identified above. NOTE: The Issue Fee and Publication Fee (if required) will not be accepted from anyone other than the applicant; a registered attorney or agent; or the assignee or other party interest as shown by the records of the United States Patent and Trademark Office.

Authorized Signature

James Y. Sze

Date August 18, 2005

Typed or printed name

Registration No. 43,943

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 14 Alexandria, Virginia 22313-1450.

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re PATENT APPLICATION OF

Confirmation No.: 5558

Serial No.: 09/784,643

Group Art Unit: 2663

Filed: February 15, 2001

Examiner: Ferris, Derrick W.

Title: WEB-ENABLED CALL MANAGEMENT METHOD AND APPARATUS

TRANSMITTAL LETTER

Mail Stop Issue Fee
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Date: August 18, 2005

By:

Sachiko Y. Snedden

Sir:

Transmitted herewith for filing are the following:

1. Part B – Issue Fee Transmittal (duplicate);
2. Duplicate copy of this transmittal for Deposit Account accounting purposes;
3. Return Postcard.

Fees in the total amount of \$1,015.00 for issue fee (\$700, small entity), publication fee (\$300) and advance order fee (5 copies of patent, \$15.00) are incurred for the above-identified application. The Commissioner is hereby authorized to charge any fee, that may be due in connection with this and the attached papers, or with this application during its entire pendency, or to credit any overpayment, to Deposit Account No. 50-2212, Order No. 053403-0261766. A duplicate of this Transmittal is enclosed.

Respectfully submitted,

Pillsbury Winthrop LLP

Date: August 18, 2005

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By:

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